

**PURPOSE**

A combination of entities provide mail service to the Michigan Department of Health and Human Services (MDHHS). Department of Technology, Management and Budget (DTMB) provides mail distribution and processing services. DTMB coordinates statewide mail services with the United States Postal Service (USPS) and the exclusive statewide package delivery vendor. Forms, Mail and Records Management (FMRM) is the department liaison to DTMB for departmental mail services.

**POLICY**

FMRM staff are responsible for receiving and distributing mail and packages. Sort incoming mail immediately according to designated delivery location. Open mail not completely addressed to determine where to route the piece. FMRM will use all resources (Outlook email address book, building directory, organizational chart, etc.) possible to find the addressee.

Lansing-area agency mail staff provide pick-up and delivery service to centrally situated locations (determined by FMRM) in each building. This results in more timely mail pick-up/delivery and increases efficiency. Offices are responsible to have outgoing mail fully prepared (completely addressed with a postal account card affixed to metered mail) and ready for pickup. With management approval, any office can implement a centralized mail model approach.

Do not use the MDHHS mail system for personal use. Incoming pieces will be refused/returned to the sender and outgoing pieces (stamped mail) will not be mailed/processed. In order to provide quality service, it is imperative staff only handle mail and packages related to official state business.

**SUGGESTED  
OFFICE MAIL  
HANDLING**

Each office should develop procedures for mail handling to include the following:

1. Employee(s) designated to handle mail should look up mail addressed to an unknown person in the [State of Michigan](#)

[Contact Directory](#) or in the Outlook email address book. Mail generically addressed should be reviewed for clues (return address, mail to address specified within the document, type of document) to know where the piece should be forwarded.

Date stamp all incoming mail and carefully examine for checks, cash, money orders, etc. Follow procedures in Accounting Manual [ACM-430, Opening Mail](#).

2. Give a DHS-3782, Out-of-State Inquiry, for an open case to the active worker. If the case is closed, give it to the last worker of record to complete the electronic clearance and return the inquiry.
3. Give mail to the individual caseworkers or appropriate work unit in accordance with the specific instructions from management. To facilitate distribution and ensure against loss of mail on overcrowded desks, it is recommended that mail baskets or work organizers be used by the individual caseworkers.

## EDM DOCUMENT PREPARATION

Documents received may require preparation for scanning and indexing for electronic document management (EDM).

1. Review mail received for items that should not be scanned (for example, services or volunteer coordinator mail directed to a local office). Follow local office procedures for processing these items.
2. All documents that arrive together in an envelope constitute a group.
  - Remove all staples, paperclips, post-its, etc.
  - Copy documents not 8.5 x 11 to letter size and place the copy with the group.
  - Remove the spine of book type documents (for example, DHS-1171).

- Write/stamp the letter G on top right corner of first sheet and between groups of documents that arrived (could be in the same envelope). This identifies the set of documents as a group.
  - Write/stamp the letter D on top right corner on separate documents in the group. This identifies where one document ends and another begins.
3. When documents contain minimal identifying information, the envelope should be copied and included in the group.
  4. Local offices must retain original documents for 90 days. Central scan must retain original documents for 30 days. Once retention is met, documents must be confidentially shred.

## POSTAL ACCOUNT CARDS

For offices serviced by DTMB id mail, affix postal account cards to outgoing metered mail processed by DTMB Mail Services. The cards, 8 1/2 x 3 2/3 are printed on 65# paper. The barcode on each card tells DTMB which account to charge postage. Utilizing postal account cards is more efficient than using a full size sheet containing one barcode because the cards are more durable with tape and rubber bands and they use less paper.

To request new account/postal account card or request card be printed, contact Dave Shewchuck at [ShewchuckD@michigan.gov](mailto:ShewchuckD@michigan.gov) or 517-636-6041. If changes to an existing postal account card are needed, email Ann Moore at [MooreA15@michigan.gov](mailto:MooreA15@michigan.gov) with reference to the customer number (number under the barcode) and advise of the revision.

Handwriting revisions onto preprinted cards is not the proper way to make contact or coding changes.

## SUSPICIOUS MAIL

Consider U.S. Postal Service suggests letters or packages with any of the following aspects as suspicious:

- Mail with no return address.

- Mail possibly sent from a foreign country, with excessive postage, misspelled words, addressed to title only, badly typed or written, protruding wires, lopsided or uneven, rigid or bulky, with a strange odor, wrong title with name, oily stains, discolorations, or crystallization on wrapper, or excessive tape or strings.

Not all mail with any of these aspects are a concern, however, using good judgment will prevent needless problems for personnel or the facility.

Steps to take for suspected suspicious mail:

1. Isolate the item from other employees in the facility (do not move the item around the facility for others to look at).
2. Individuals who had physical contact should wash thoroughly.
3. Notify a supervisor.

In the Lansing area, call DTMB Central Control at 517- 373-0190 for further instruction. If outside of Lansing area, contact your local law enforcement agency.

## RESOURCES

Please refer to the [Administrative Guide](#), policies for additional information on the appropriate use of the state's mail system:

- POLICY 0310 Mail.
- 0310.02 Use of Interdepartmental Mail System.
- 0310.06 Delivery Services.
- 0310.07 Mailing Services.

Refer to the DTMB Service Catalog for Mailing Services at [Inside Michigan/Service Catalog/Operations Support Services/Mailing Services](#).

## CONTACT

For more information regarding this policy, contact:

- Ann Moore, 517-373-2018 (Grand Tower building).

- Art Garcia, 517-335-9042 (South Grand and Terminal Road Lab Warehouse).
- George Hilton, 517-373-6927 (Cass and Capital Commons).
- Corie Weber, 517-373-1626, Forms, Mail and Records Mgmt. Manager.